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Prescriber ID Numbers for Pharmacy Claims

The purpose of this memorandum is to notify you that the Department of Medical Assistance Services (DMAS) will begin to enforce the requirement that all pharmacy providers submit a valid Medicaid Prescriber ID number on all pharmacy claims effective December 15, 2003.

In a previous Medicaid Memo to Pharmacy Providers dated September 21, 2000, DMAS notified you that a valid Medicaid Prescriber ID number was required on all pharmacy claims. However, DMAS instituted a default Prescriber ID number for those instances when the Prescriber's ID number was unavailable. Unfortunately, one-third of pharmacy providers continue to submit pharmacy claims using a default Prescriber ID number. Because DMAS is developing and implementing new pharmacy programs, the inability to accurately identify the prescriber in our system places the success of these programs in jeopardy. This has also been identified as a problem for program compliance as prescribers cannot be identified for fraud and abuse.

Effective December 15, 2003, the default DMAS Prescriber ID number **009998888** will be eliminated and the Medicaid denial (reject) reason **493-Prescribing Physician Not on File** will be returned to the pharmacy provider whenever claims are submitted using that default Prescriber ID number (regardless of the date of service). Therefore, if you do not begin submitting valid Medicaid Prescriber ID numbers, you will begin experiencing a high denial rate for error.

The current MMIS system requires a valid Medicaid Prescriber ID number to be submitted on pharmacy claims. This is a requirement of contracting pharmacy providers and is subject to audit. Pharmacy providers are encouraged to immediately begin changing default Prescriber ID numbers to the correct Prescriber Medicaid ID number. Pharmacists should pay special attention to "refill" prescriptions.

Since the Prescriber ID number is already on the claims record in the pharmacy



software, it is easy to forget to change the Prescriber ID number prior to submitting the claim. Therefore, pharmacy providers are encouraged to confirm the correct Prescriber ID numbers for refill prescriptions as well.

Identifying Prescriber ID Numbers

Pharmacy providers should make every attempt to contact the prescriber to obtain their valid Medicaid Provider ID number. If the pharmacy provider is unable to contact the prescriber, the following alternatives are available to assist the pharmacy provider in identifying the Medicaid Prescriber ID number:

- n. Web access is available to providers. Providers may enroll for web access at <http://virginia.fhsc.com>. Once a sign-on and password is obtained, the website permits the pharmacy provider to receive specific Prescriber Medicaid IDs by selecting **Option 5** "Prescribing Provider ID Lookup," then entering the Prescriber's State License number. The automated system returns the corresponding Medicaid Prescriber ID.
- n. A downloadable CSV format of the prescriber ID file is available on the DMAS website. This file is accessible to pharmacy providers and authorized users only. The website address is www.dmas.state.va.us. Double click on the heading **Provider Services** and select **Prescriber ID List**. You will then need to enter your provider number to gain further access. Follow the instructions provided on this web page to access the CSV file, which can then be copied to your PC for opening into a database application such as Excel, Access, or Oracle or can be opened directly into Excel.
- n. A CD or a printed copy of the Prescriber ID file is available for a fee. If you are a pharmacy provider or an authorized user of this information, access the DMAS website, www.dmas.state.va.us and under the heading **Provider Services** select **Commonwealth Martin**. Follow the instructions to request an order form to purchase a printed copy or CD of the Prescriber ID file.



MEDICAID MEMO

- n. In the event the above referenced methods are not an available source, you may call First Health Services, at (800) 932-6648 for assistance.
- n. Medicaid providers may call the MediCall toll-free number and follow the menu prompts. The provider **MUST** enter the nine-digit provider number (seven with two leading zeroes) and select **Option 6** for Prescriber ID number. The system prompt will request the ten digit Prescriber's State License number. The automated voice system will speak the corresponding Medicaid Prescriber ID.

The telephone numbers are:

Toll Free Throughout United States:

1-800-884-9730

1-800-772-9996

Richmond and Surrounding
Counties: (804)
965-9732

(804) 965-9733

MediCall downtime will be scheduled during non-peak hours. If the caller dials MediCall during this time, the caller will be informed that the system is unavailable. System downtime is typically scheduled for:

2:00 a.m. to 4:00 a.m. Daily

2:00 a.m. to 6:30 a.m. Thursday

10:00 p.m. Saturday to 6:00 a.m. Sunday



The Medicaid Pharmacy Manual contains information on how to address those rare instances where the prescriber does not have a Medicaid Prescriber ID number. See Chapter IV “Covered Services and Limitations.”

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.state.va.us. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on “Medicaid Memos to Providers” to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

“PRESCRIBER ID NUMBER HELPLINE”

The First Health Clinical Call Center can be reached at 800-932-6648, to answer your questions regarding Prescriber ID Numbers for Pharmacy Claims. This number is available 24 hours a day, 7 days a week.